

**FIG. 1**

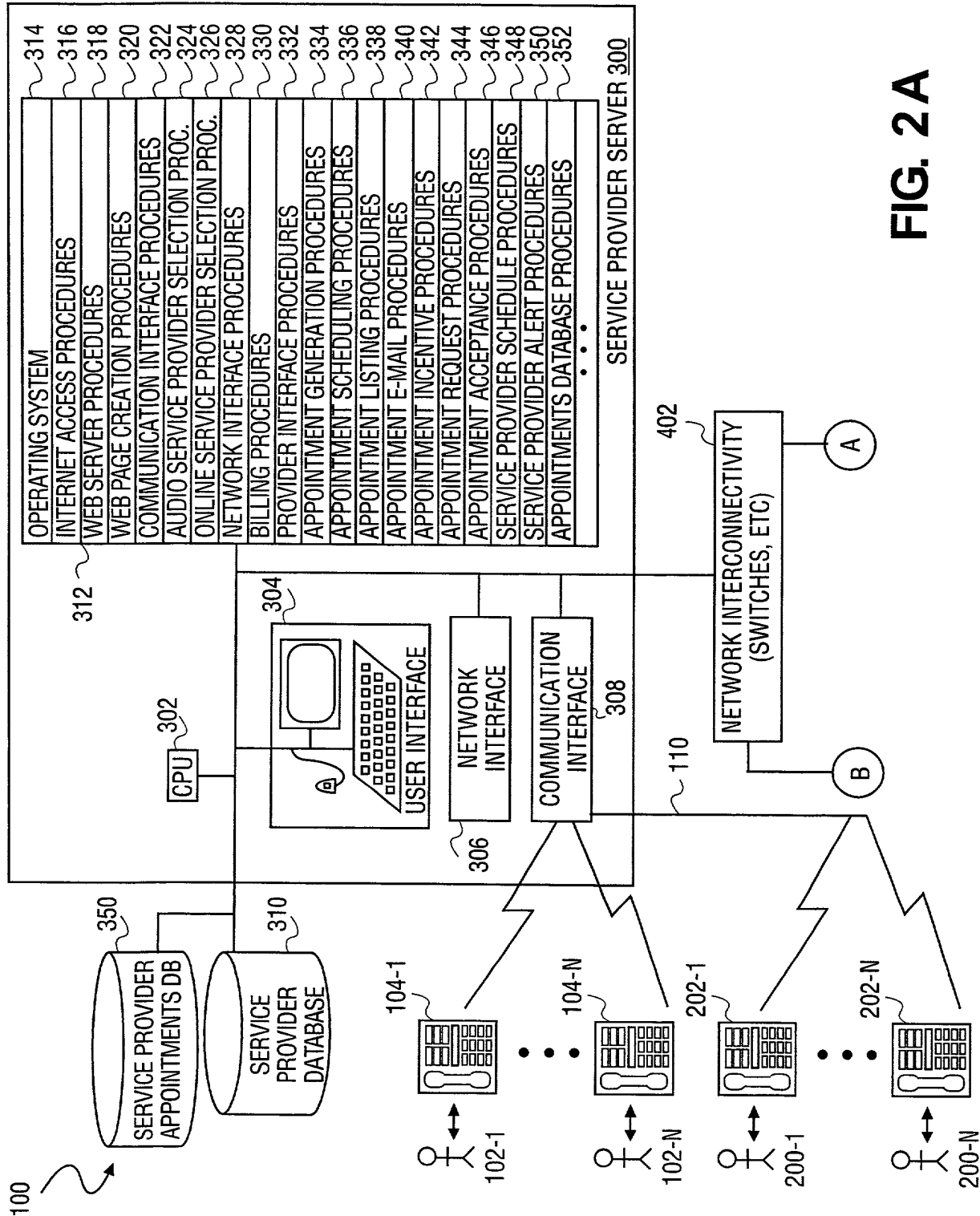
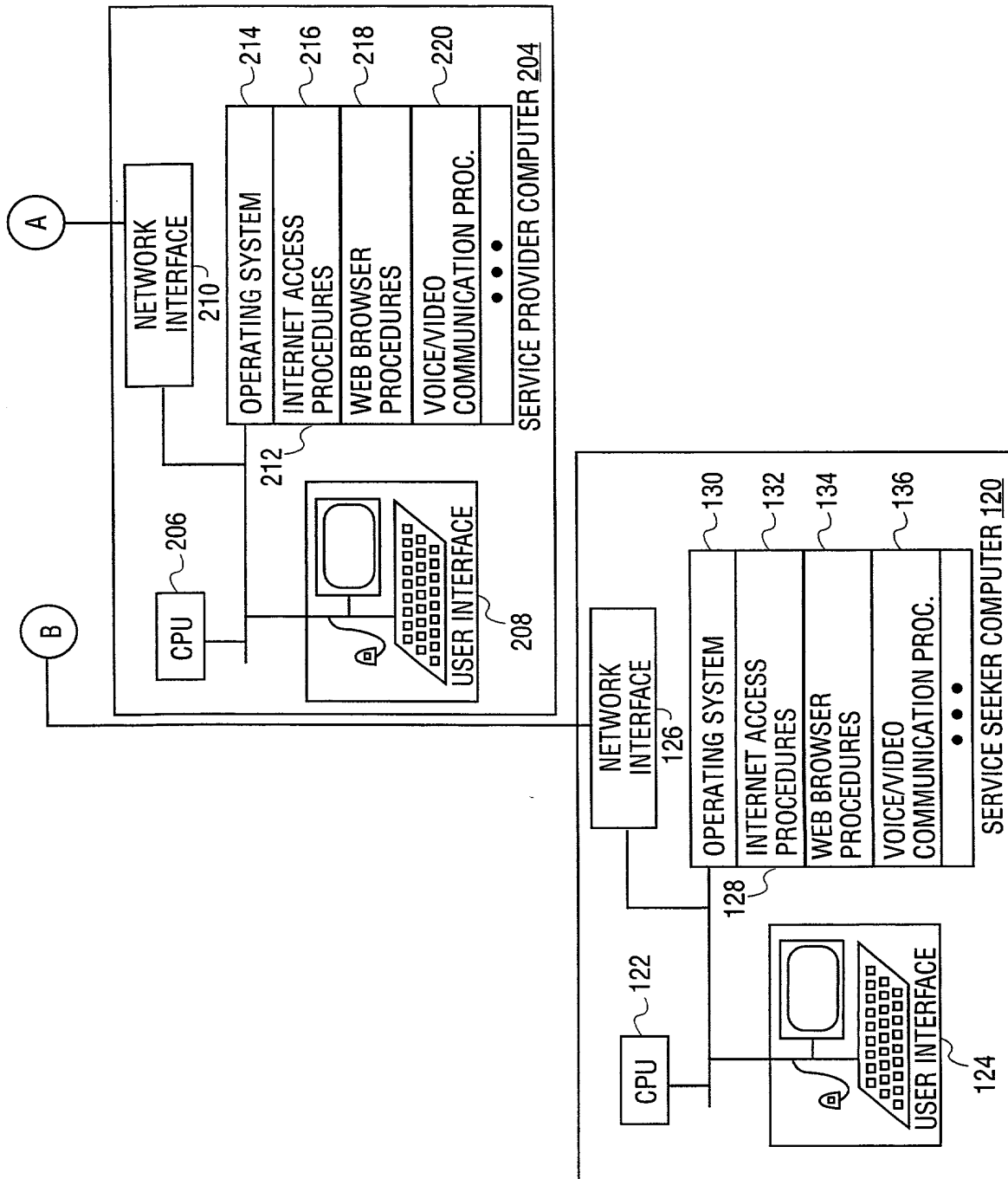


FIG. 2A



**FIG. 2B**



[Sign Out](#)

[Home](#)

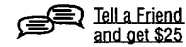
[Get Advice](#)

[My Keen](#)

[Give Advice](#)

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[Travel & Recreation](#) > [Sports & Recreation](#) > [Water Sports](#)



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Search

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☐ This category only

[Live Advice](#)  
Availability

[Recorded Advice](#)  
Name

[New Listings](#)

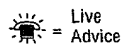
Sort results by:  
Title

[Top Available](#) |

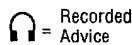
[More Listings >](#)  
Rating Rate

	504	512	506	514	508		
502	<a href="#">Call Now</a>		Turtle		<a href="#">Surfboard Design</a>	60	\$10.00
510	<a href="#">Request Appt.</a>		Bodazafa		<a href="#">SoCal Surfing</a> ~ 516	70	\$1.50
518	<a href="#">Request Appt.</a>		Chandler		<a href="#">Surf Hawaii</a> ~ 524	80	\$8.50
526	<a href="#">Send Mail</a>		Burkhart		<a href="#">Competition Surfing</a> ~ 529	48	\$5.00
		520	522				
		527	528				

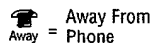
[More Listings >](#)



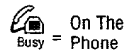
= Live Advice



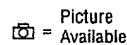
= Recorded Advice



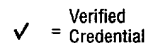
= Away From Phone



= On The Phone



= Picture Available



= Verified Credential

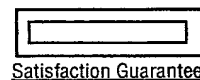
\*Note: Rate is per minute.

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CATEGORY LISTING PAGE 500

**FIG. 3**



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[Home](#)

[Get Advice](#)

[My Keen](#)

[Give Advice](#)

[Help](#)

[Travel & Recreation](#) > [Sports & Recreation](#) > [Water Sports](#)

[What is Keen?](#)



Rate: \$10.00 per min.

Satisfaction Guaranteed

You've Got  
**\$5FREE**  
on Keen

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☒ [Send Keen Mail](#)

☐ [Get Notified when this Speaker is Available](#)

☐ [Tell a Friend and get \\$25](#)

☐ [Send Gift Certificate](#)

☐ [Request Appointment](#) ~ 534

☐ [1-800-ASK-KEEN](#)  
extension:  
0056

[Turtle](#) 506 [Surfboard Design](#) 508

I've been shaping surfboards for 50 years. I can teach you the tricks in no-time.

**Performance**

**Rating:** 60 ☆

**Feedback**

Date	Rated By	Rating	Feedback
10/26/2000	<a href="#">Novice</a>	★★★★★	good knowledge of location; savvy and thorough explanation;

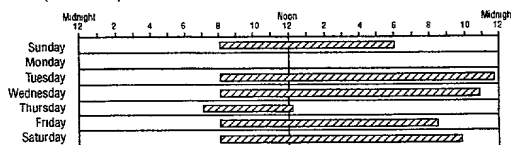
**Availability for Turtle**

Send a request for an appointment to talk live at your convenience

[Request Appointment](#) ~ 536

- Sunday: 6:00 am to 6:00pm
- Tuesday: 6:00 am to 11:45 pm
- Wednesday: 8:00 am to 11:00 pm
- Thursday: 7:00 am to 12:15 pm
- Friday 6:00 am to 8:30 pm
- Saturday: 8:00 am to 10:00 pm

Time Zone: Pacific Standard Time (US/Canada)

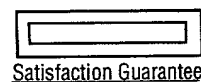


~ 538

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AVAILABLE SPEAKER EXPANDED LISTING PAGE [530](#)

**FIG. 4**



Rate: \$10.00 per min.



[Send Keen Mail](#)



- [Tell a Friend and get \\$25](#)
- [Send Gift Certificate](#)
- [Request Appointment](#)

▪ [1-800-ASK-KEEN](#)  
extension:  
0075

**Bodazofa**

**Surf SoCal**

Complete advise on everything having to do with the best breaks in Socal. 30 years experience in Socal surfing. Want to learn how to surf? I can help.

**Performance**

**Rating:** **70** ★

**Feedback**

Availability for Bodazofa

Send a request for an appointment to talk live at your convenience

[Request Appointment](#)

556

- Sunday: 8:30 am to 10:00 pm
- Tuesday: 8:00 am to 10:00 pm
- Wednesday: 8:00 am to 10:00 pm
- Thursday: 8:00 am to 10:00 pm
- Friday 8:00 am to 10:00 pm
- Saturday: 8:00 am to 10:00 pm

Time Zone: (GMT -05:00) Eastern Time (US & Canada)

554

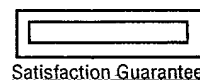
	Midnight	2	4	6	8	10	Noon	2	4	6	8	10	Midnight
Sunday													
Monday													
Tuesday													
Wednesday													
Thursday													
Friday													
Saturday													

558

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UNAVAILABLE SPEAKER EXPANDED LISTING PAGE 550

**FIG. 5**



Live, immediate sadvice for your everyday life

We're sorry, **Burkhart** is not available for a Keen Call right now. You can send **Burkhart** a Keen Mail by filling out the information below. We will also notify you via Keen Mail when this Speaker becomes available.

**Subject:**

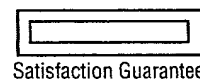
Include specific information about the advice you are seeking

**Your message:**

572 ☐ Check here if you want to request an appointment with **Burkhart**

574

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APPOINTMENT E-MAIL OPTION SCREEN 570

FIG. 6

Request an Appointment

Step 1: Choose a Time  
Step 2: Check a phone number  
Step 3: Place a Deposit  
Step 4: Send Request

Request any time for an appointment which is set only when San Fran Steven accepts your request. Keen will call you and connect you with San Fran Steven at your appointment time.

Date: October 32  
Start Time: 12 00 PM  
Length: 30 Minutes  
Your Time Zone: Pacific Standard Time (US/Canada)  
☒ Adjust for Daylight Savings Time

602 ~ Continue Cancel ~ 604

REQUEST A TIME PAGE 600

FIG. 7A

Request an Appointment

Step 1: Join Keen  
Step 2: Choose a Time  
Step 3: Place a Deposit  
Step 4: Check Phone Number  
Step 5: Send Request

To request an appointment, please enter the information requested below. Keen keeps all your personal information private

Join Now

And get \$5 toward FREE\* CALLS on Keen!

If you've used Keen before, please [click here](#)  
Email Address:   
Create Password:   
☒ Email me about special offers and promotions

New to Keen?

Continue if you agree to the terms of our [Member Agreement](#)

612 ~ Continue Cancel ~ 614

\*Click [here](#) for complete offer rules

JOIN NOW PAGE 610

FIG. 7B



Request an Appointment

Step 1: Choose a Time

Step 2: Check a phone number

Step 3: Price a Deposit

Step 4: Send Request

Request any time for an appointment which is set only when San Fran Steven accepts your request. Keen will call you and connect you with San Fran Steven at your appointment time.

We're sorry. The time you requested has been reserved for another appointment

Please select from among the suggested times below or select another time (all times are in your time zone)

Next Closest Times

☐ Monday October 18 from 11:16am - 12:15pm

☐ Monday October 18 from 11:30pm - 1245pm

Same Time on Another Day

☐ Tuesday October 19 from 3-4pm

Select Your Own Time

Date:

October

32

Start Time:

12

00

PM

Length:

30

Minutes

Your Time Zone:

Pacific Standard Time (US/Canada)

☒ Adjust for Daylight Savings Time

622

Continue

Cancel

624

SELECT ANOTHER TIME PAGE 620

FIG. 8

Request an Appointment

Step 1: Choose a Time  
Step 2: Check a phone number  
Step 3: Price a Deposit  
Step 4: Send Request

→

Keen will call you at your appointment time at the following number

Phone Number U.S./Canada: Please enter the phone number where you would like Keen to call you.  
Call me at this number  -  -  ext. (optional)   
[International Customers Change your info here.](#)  
☐ I use the same line for phone calls and online access

632 ~~~~~ Continue Cancel ~~~~~ 634

Home | Get Advice | My Keen | Give Advice | Help

SERVICE SEEKER TELEPHONE NUMBER REQUEST SCREEN 630

FIG. 9A

Request an Appointment

Step 1: Choose a Time  
Step 2: Check a phone number  
Step 3: Price a Deposit  
Step 4: Send Request

→

Keen will call you at your appointment time at the following number

Phone Number U.S./Canada: Please enter the phone number where you would like Keen to call you  
Call me at this number  
Work: ☒ 415 - 284 - 4014 ext. (optional)   
Home: ☐  -  -   
Mobile: ☐  -  -  ext. (optional)   
[International Customers Change your info here.](#)  
☐ I use the same line for phone calls and online access

642 ~~~~~ Continue Cancel ~~~~~ 644

Home | Get Advice | My Keen | Give Advice | Help

SERVICE SEEKER TELEPHONE NUMBER VERIFICATION SCREEN 640

FIG. 9B

Request an Appointment

Step 1: Choose a Time  
Step 2: Check a phone number  
Step 3: Price a Deposit  
Step 4: Send Request

Place a deposit to reserve your appointment.

Satisfaction guaranteed or your money back
This page is secure

Bodazafa has requested that you make a deposit to reserve your appointment

**\$10.00**

The deposit is non-refundable.

The deposit is sent to Bodazafa unless the appointment is cancelled or missed by Bodazafa or you cancel up to 24 hours before the call. When the call starts, the whole deposit is sent.

We will use the following credit card:

Visa: XXXX-XXXX-XXXX-3298  
Expiration Date: 09/01  
Billing Zip Code: 94123  
[Update or change the credit card](#)

Continue Cancel

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## APPOINTMENT DEPOSIT REQUEST SCREEN 650-A

FIG. 10A

Request an Appointment

Step 1: Choose a Time  
Step 2: Check a phone number  
Step 3: Price a Deposit  
Step 4: Send Request

Add \$10 to your Keen Account to ensure that you can start your appointment call

Satisfaction guaranteed or your money back
This page is secure

**Add \$10 to your Keen Account**

By clicking the Continue button, you ensure that you can start your call by placing enough money in your Keen Account.

You are only billed when your call begins.

Visa: XXXX-XXXX-XXXX-3208  
Expiration Date: 09/02  
Billing Zip Code: 94123  
[Update or change the credit card](#)

Continue Cancel

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## APPOINTMENT DEPOSIT REQUEST SCREEN 650-B

FIG. 10B

Request an Appointment

Step 1: Choose a Time  
Step 2: Check a phone number  
Step 3: Place a Deposit  
Step 4: Confirm Request

Place a deposit to reserve your appointment

Satisfaction guaranteed  
or your money back

Add a Credit / Debit Card

This page is secure

Bodazafa has requested that you make a deposit to reserve your appointment of:  
\$10.00

Enter your credit card information below.

The deposit is non-refundable. The deposit is sent to Bodazafa unless the appointment is cancelled or missed by Bodazafa or you cancel up to 24 hours before the call. When the call starts, the whole deposit is sent.

Learn why it is safe to use your credit card on Keen

Card Information; This will be your default payment account  
(All fields are required)

Name on Card: Steven Lurie  
Card Number:  
Type of Card: VISA  
Expiration Date: 10 / 2001

Billing Address (All fields are required)

The address you enter below must match your card's billing address.

Name: Steven Lurie

SELECT DEPOSIT PAYMENT TYPE SCREEN 660-A

FIG. 10C

Request an Appointment

Step 1: Choose a Time  
Step 2: Check a phone number  
Step 3: Place a Deposit  
Step 4: Send Request

Ensure that you can start your appointment call.

Satisfaction guaranteed  
or your money back

Add a Credit / Debit Card

This page is secure

By entering your credit card information now, you ensure that you can start your call by placing \$10 in your Keen Account.  
You are only billed when your call begins.

Why this is safe

Card Information; This will be your default payment account  
(All fields are required)

Name on Card: Steven Lurie  
Card Number:  
Type of Card: VISA  
Expiration Date: 10 / 2001

Billing Address (All fields are required)

The address you enter below must match your card's billing address.

Name: Steven Lurie

SELECT DEPOSIT PAYMENT TYPE SCREEN 660-B

FIG. 10D

Request an Appointment

Step 1: Choose a Time  
Step 2: Check a phone number  
Step 3: Price a Deposit  
Step 4: Send Request

Please review your request for an appointment

Date: Saturday October 27, 2001  
Time: 2.00pm Pacific Standard Time  
Speaker: San Fran Steven

Include a Note:  
Optional

Your appointment will only be confirmed when Bodazafa accepts

672

Send Request

Make Change

Cancel

676

674

APPOINTMENT REQUEST REVIEW SCREEN 670

FIG. 11A

KEEN<sup>TM</sup>  
com

Your Personal Advisor

Live, immediate advice for your everyday life

Your request for an appointment has been sent to Bodazafa

The appointment will only be confirmed San Fran Steven accepts your request. you will be notified via Keen Mail if this happens.

You can check the status of your appointment on your My Keen page in the [My Appointments](#) section.

OK

682

APPOINTMENT CONFIRMATION SCREEN 680

FIG. 11B

KEEN<sup>TM</sup>.com

Your Personal Advisor

Home

Get Advice

My Keen

Give Advice

Help

My Keen > My Appointments

Request an Appointment

Appointments you have requested with KeenSpeakers  
22 accepted 17 requests for appointments [Learn more about appointments](#)

Cancel

692

more appointments >

	Status	Appointment Date	Start Time	End Time	Length	Speaker	Deposit
<input type="checkbox"/>	Accepted	Thursday October 25, 2001	8:45pm	8:45pm	15 minutes	lik614141	\$40.00
<input type="checkbox"/>	Accepted	Thursday October 25, 2001	1:10pm	1:10pm	1 hour, 15 minutes	Shelly26+1	\$0.00
<input type="checkbox"/>	Pending	Thursday October 25, 2001	12pm	12pm	15 minutes	rhurson	\$20.00
<input type="checkbox"/>	Accepted	Thursday October 25, 2001	11:33pm	11:33pm	1 hour, 15 minutes	escott	\$20.00
<input type="checkbox"/>	Accepted	Friday October 28, 2001	8:45pm	8:45pm	15 minutes	TostStevenlune	\$0.00
<input type="checkbox"/>	Pending	Friday October 26, 2001	7:10pm	7:10pm	1 hour, 15 minutes	saarabhmatal	\$10.00
<input type="checkbox"/>	Pending	Friday October 26, 2001	12pm	12pm	15 minutes	jerry2usa08	\$40.00
<input type="checkbox"/>	Pending	Friday October 26, 2001	11:23pm	11:23pm	1 hour, 15 minutes	For Fun Call Tom	\$10.00
<input type="checkbox"/>	Accepted	Saturday October 27, 2001	8:45pm	8:45pm	15 minutes	Lady Copper	\$10.00
<input type="checkbox"/>	Pending	Saturday October 27, 2001	7:10pm	7:10pm	1 hour, 15 minutes	bbtalk	\$20.00
<input type="checkbox"/>	Accepted	Saturday October 27, 2001	12pm	12pm	15 minutes	Serenty5 Chamber	\$0.00
<input type="checkbox"/>	Accepted	Saturday October 27, 2001	11:23pm	11:23pm	1 hour, 15 minutes	DocTalk is here	\$40.00

more appointments >

Cancel

Home

Get Advice

My Keen

Give Advice

Help

SERVICE SEEKER APPOINTMENTS SCREEN 690

FIG. 12

## My Keen



Welcome back: Bodazafa

[Change my phone number](#) | [See my special offers](#)

### My Personal Info

### My Account

Balance: **\$5.00**  
[add to balance](#)

[Acct. activity](#)



### Try these KeenSpeakers!

#### Computing & Internet

- [Call Now](#) [Microsoft Certified Systems E...](#)
- [Call Now](#) [24 Hour LIVE Windows Technica...](#)

#### Health & Therapy

- [Call Now](#) [A state licensed therapist ca...](#)
- [Call Now](#) [Professional Counselor, Not a...](#)

Rate	Rating
\$1.65	977
\$1.65	641

702

### Search

Get Advice on...    
(by subject)

Find a Person...    
(by first name, last name, or member name)

### My Availability

Accept calls? Call me at:  
☐ Yes ☐ work  
☒ No ☒ cell

#### ☐ Use Schedule

- ☐ [Notify me of incoming Keen calls](#)
- ☐ [Change my home number](#)

#### ☐ Use Reminder Call 706

### My Appointments

You have 12 pending appointments

Your next appointment is with:  
San Fran Steven on  
Tuesday, November 12, 2001  
at 10:30am.

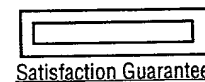
[Learn more about appointments](#)

[Home](#) | [Get Advice](#) | [My Keen](#) | [Give Advice](#) | [Help](#)

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### Keen Mail



## SERVICE PROVIDER MANAGEMENT SCREEN 700

**FIG. 13A**

### My Availability

Accept calls? Call me at:  
☐ Yes ☐ work  
☒ No ☒ cell

#### ☐ Use Schedule

- ☐ [Notify me of incoming Keen calls](#)
- ☐ [Change my home number](#)
- ☐ [Start accepting appointments](#)

#### ☐ Use Reminder Call

### Keen Mail

710

712

**FIG. 13B**

**KEEN™**  
com  
Your Personal Advisor

Home Get Advice **My Keen** Give Advice Help

My Keen > My Appointments

My Appointments

My Assignments | Preferences 721

To get started, go to the Preferences link above and either: [Learn more about appointments](#)

1. Display links on your listing for customers to request appointments and/or
2. Send mail to particular customers to invite them to make appointments with you.

Action	▼ Status	▲ Appointment Date	Start Time	End Time	Length	Customer
No appointments						

Home | Get Advice | My Keen | Give Advice | Help

## APPOINTMENT OPTION INVITATION SCREEN 720

FIG. 14A

**KEEN™**  
com  
Your Personal Advisor

Home Get Advice **My Keen** Give Advice Help

My Keen > My Appointments

My Appointments

Let your Customers Make Appointments with You

Ensure that your best customers can reach you at a time most convenient for them and you.

723

- 1 Let customers make request for appointments
  - Display links on your listings for customers to request appointments: ☐ Yes ☒ No 724
  - Send Keen Mail to invite your customers to make appointments
- 2 Respond to the requests for appointments.
  - Manage your appointments (accept, decline, and cancel) on: My Keen>My Availability>My Appointments 726
- 3 At the appointment time, Keen will call your customers and then you so you can talk live. [Learn more about appointments](#)
- 4 Set the deposit amount for your customers to reserve appointments with you.
 

If they miss the call, then you receive the deposit amount.

This way, you can help ensure that the appointments are honored by your customers.

Set the deposit amount to: \$10 728

Home | Get Advice | My Keen | Give Advice | Help

## APPOINTMENT ACTIVATION SCREEN 722

FIG. 14B



[My Keen](#) > [Keen Mail](#)

[Send Keen Mail](#)

[Inbox](#) | [Compose](#) | [Preferences](#) | [Status](#)

Send this Keen Mail to one or more of your customers to request an appointment with you so you can talk live at a time most convenient for you and them.

Type of Keen Mail [Invite Appts](#) 732

To: [LaRaider](#)

Write the Keen member name of the person you would like to send Keen Mail.

Item: Bodazafa

Subject: [Let's talk. Please request an appointment with me.](#)

Messages:

Hi, I'd like to talk with you. You and I can reserve a private time to talk by setting an appointment. Simply follow the link below to choose a time that is best for you and me. Then I'll accept if this time works for me. At the appointment time, Keen will call you and then me. You can also alert the call at that time to make it easier for us to talk live.

I look forward to talking with you.

Here's the link to request an appointment with me:

<http://www.keen.com/appointments/invitecustomer.asp?aid>

Thanks,  
Bodazafa

734  
Add  
Free Minutes  
(optional)  
(US and Canada only)

I would like to offer these customers [Choose Amount](#) free minutes to speak with me  
[Learn more](#) [about free minutes](#)

Invite Customers to: Your listing: "Social Surfing"  
[Change this destination](#)

Attachments (None) [Add/Remove Attachments](#)

736

[OK](#) [Cancel](#)

738

Keen: Send Keen Mail

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[Satisfaction Guarantee](#)



E-MAIL APPOINTMENT INVITE SCREEN 730

**FIG. 15**

KEEN<sup>TM</sup>.com

Your Personal Advisor

Home

Get Advice

My Keen

Give Advice

Help

My Keen > My Appointments

Request an Appointment

Appointments you have requested with you

22 accepted. 17 requests for appointments

Learn more about appointments

How to get Request for Appts.

Display links on your listings for customers to request appointments

☐ Yes
☒ No

Use Keen Mail to invite your customers to make appointments

Action	Status	Appointment Date	Start Time	End Time	Length	Speaker	
Cancel	Accepted	Thursday October 25, 2001	1:10pm	1:10pm	1 hour, 15 minutes	Shelly26+1	view note
Accept	Decline	Pending Thursday October 25, 2001	12pm	12pm	15 minutes	rhurson	
Cancel	Accepted	Thursday October 25, 2001	11:33pm	11:33pm	1 hour, 15 minutes	escott	
Cancel	Accepted	Friday October 28, 2001	8:45pm	8:45pm	15 minutes	JustStevenlune	view note
Accept	Decline	Pending Friday October 26, 2001	7:10pm	7:10pm	1 hour, 15 minutes	saurabhmittal	
Accept	Decline	Pending Friday October 26, 2001	12pm	12pm	15 minutes	jerry2jusa08	
Accept	Decline	Pending Friday October 26, 2001	11:23pm	11:23pm	1 hour, 15 minutes	For Fun Call Tom	
Cancel	Accepted	Saturday October 27, 2001	8:45pm	8:45pm	15 minutes	Lady Capper	
Accept	Decline	Pending Saturday October 27, 2001	7:10pm	7:10pm	1 hour, 15 minutes	bbtalk	view note
Cancel	Accepted	Saturday October 27, 2001	12pm	12pm	15 minutes	Serentiv5 Chamber	view note
Cancel	Accepted	Saturday October 27, 2001	11:23pm	11:23pm	1 hour, 15 minutes	DocTalk is here	view note

Home

Get Advice

My Keen

Give Advice

Help

SPEAKER VIEW OF APPOINTMENTS SCREEN 740

FIG. 16A

KEEN<sup>TM</sup>.com

Your Personal Advisor

Home

Get Advice

My Keen

Give Advice

Help

My Keen > My Appointments

Request an Appointment

Appointments KeenSeekers have requested with you

22 accepted. 17 requests for appointments

Learn more about appointments

How to get Request for Appts.

Display links on your listings for customers to request appointments

☐ Yes
☒ No

Use Keen Mail to invite your customers to make appointments

You also have requested appointments with KeenSpeakers

Check now

Action	Status	Appointment Date	Start Time	End Time	Length	Speaker	
Cancel	Accepted	Thursday October 25, 2001	1:10pm	1:10pm	1 hour, 15 minutes	Shelly26+1	view note
Accept	Decline	Pending Thursday October 25, 2001	12pm	12pm	15 minutes	rhurson	
Cancel	Accepted	Thursday October 25, 2001	11:33pm	11:33pm	1 hour, 15 minutes	escott	
Cancel	Accepted	Friday October 28, 2001	8:45pm	8:45pm	15 minutes	JustStevenlune	view note
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Accept	Decline	Pending Saturday October 27, 2001	7:10pm	7:10pm	1 hour, 15 minutes	bbtalk	view note
Cancel	Accepted	Saturday October 27, 2001	12pm	12pm	15 minutes	Serentiv5 Chamber	view note
Cancel	Accepted	Saturday October 27, 2001	11:23pm	11:23pm	1 hour, 15 minutes	DocTalk is here	view note

Home

Get Advice

My Keen

Give Advice

Help

COMBINED SPEAKER AND SEEKER VIEW OF APPOINTMENTS SCREEN 750

FIG. 16B

**KEEN™**  
com  
Your Personal Advisor

Home Get Advice **My Keen** Give Advice Help

My Keen > Keen Mail

**Keen Mail Message**

782

Accept Appointment Decline Appointment 784

From: Brian Firebrand  
Date: 11/7/2001  
Subject: REQUEST FOR APPOINTMENT 11/26/01 10:00am PST  
Message: Dear San Fran Steven:

<Editorial text; including optional message >

ACCEPT/DECLINE APPOINTMENT E-MAIL SCREEN 780

**FIG. 17**

**KEEN™**  
com  
Your Personal Advisor

Home	Get Advice	<b>My Keen</b>	Give Advice	Help
------	------------	----------------	-------------	------

[My Keen](#) > [My Appointments](#)

**My Appointments**

Congratulations. You have accepted an appointment with **<Seeker Name in bold>**  
 You will be called live on **<Date -- eg. Saturday October 27, 2001 at <time and time zone -- e.g. 2:00am Pacific Standard Time (US/Canada)>**  
 You can check your My Appointments page in My Keen to manage this and other appointments

Do you want to include comments with your response?

772 ~ ☒ Yes, include comments with my response  
 774 ~ ☐ No, do not include comments with my response

776 ~   ~ 778

\_\_\_\_\_

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SPEAKER ACCEPTS APPOINTMENT SCREEN 770

## FIG. 18A

**KEEN™**  
com  
Your Personal Advisor

Home	Get Advice	<b>My Keen</b>	Give Advice	Help
------	------------	----------------	-------------	------

[My Keen](#) > [My Appointments](#)

**My Appointments**

Are you sure you want to decline this request for an appointment?  
 The request is with **<Seeker Name in bold>**  
 for **<Date -- e.g. Saturday October 27, 2001 at <time and time zone -- e.g. 2:00am Pacific Standard Time (US/Canada)>**

Do you want to include comments with your response?

782 ~ ☒ Yes, include comments with my response  
 784 ~ ☐ No, do not include comments with my response

786 ~   ~ 788

\_\_\_\_\_

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SPEAKER DECLINES APPOINTMENT SCREEN 780

## FIG. 18B

**KEEN™**  
com  
Your Personal Advisor

Home

Get Advice

**My Keen**

Give Advice

Help

My Keen > My Appointments

**My Appointments**

Include an optional note sent to <Seeker name> in your reply.

792

OK

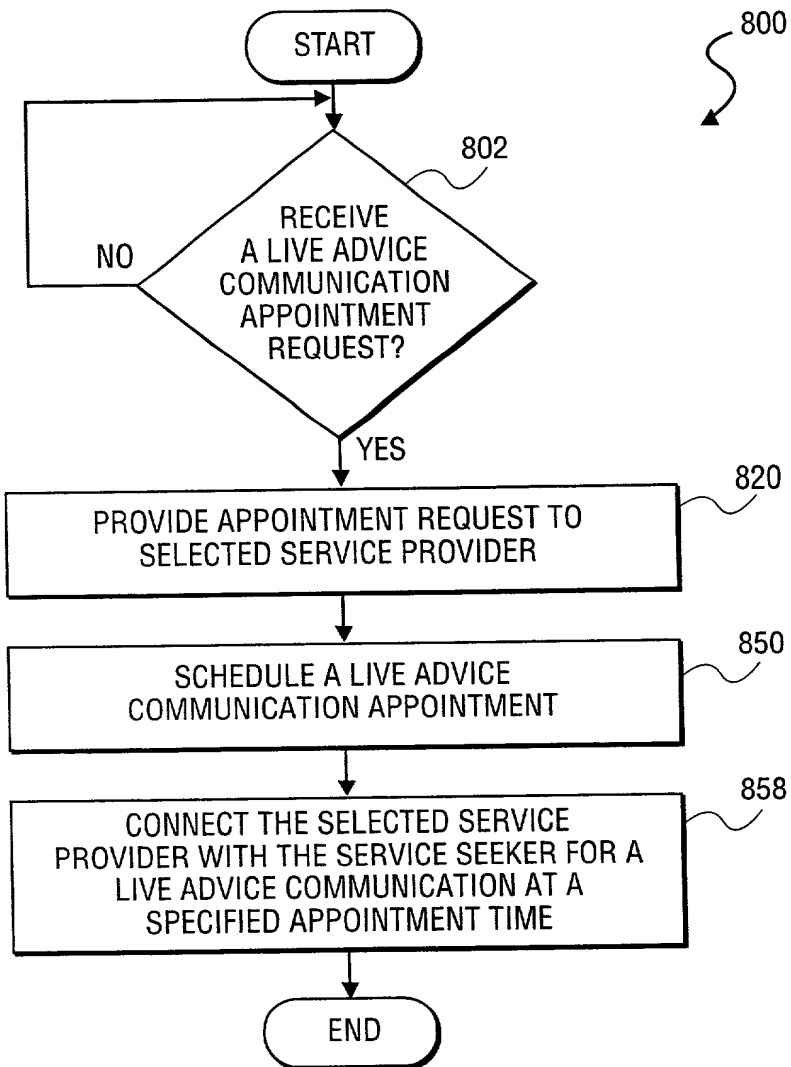
Cancel

794

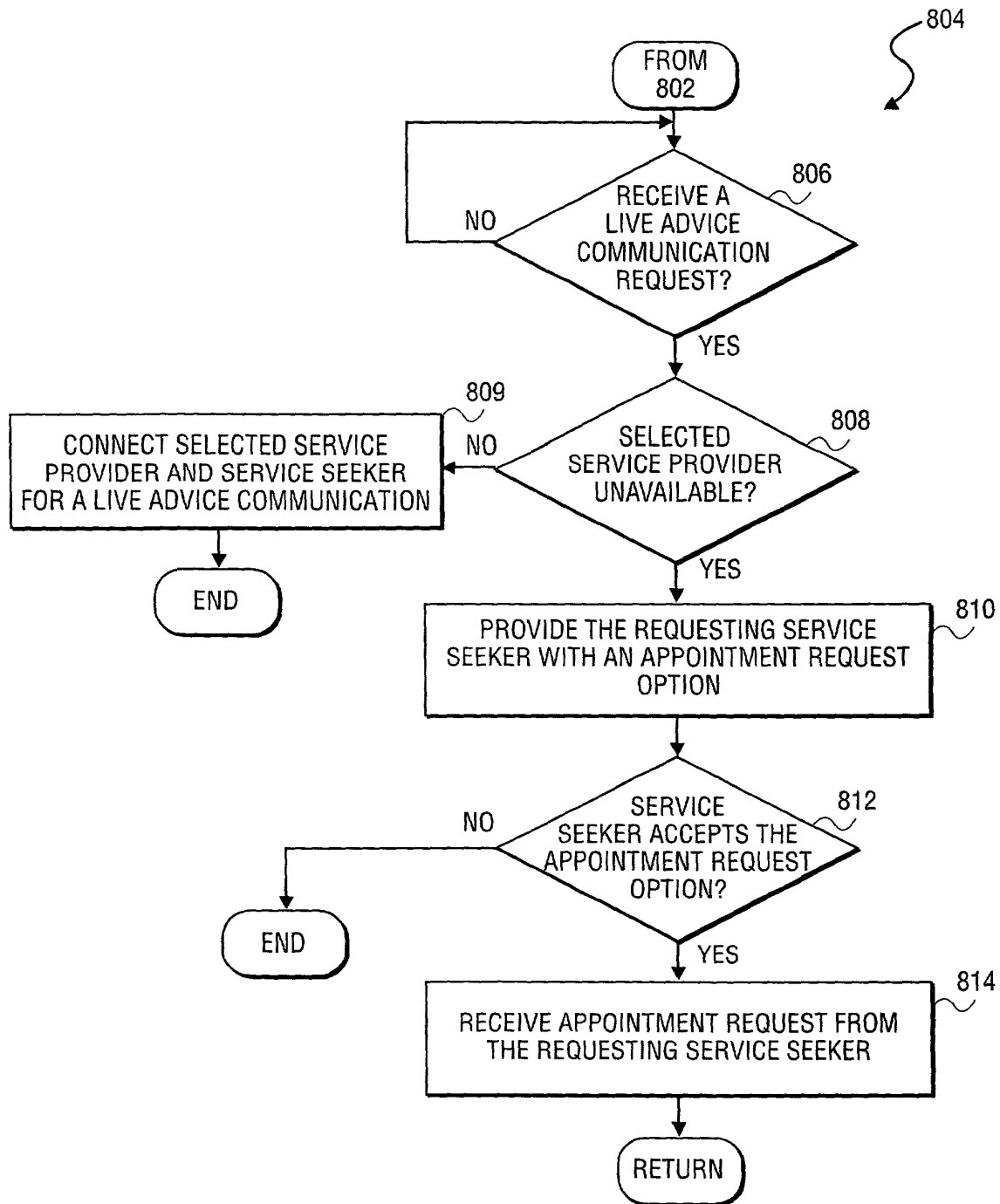
About Keen | Jobs at Keen | Privacy | Join our Affiliate Program

APPOINTMENT NOTES SCREEN 790

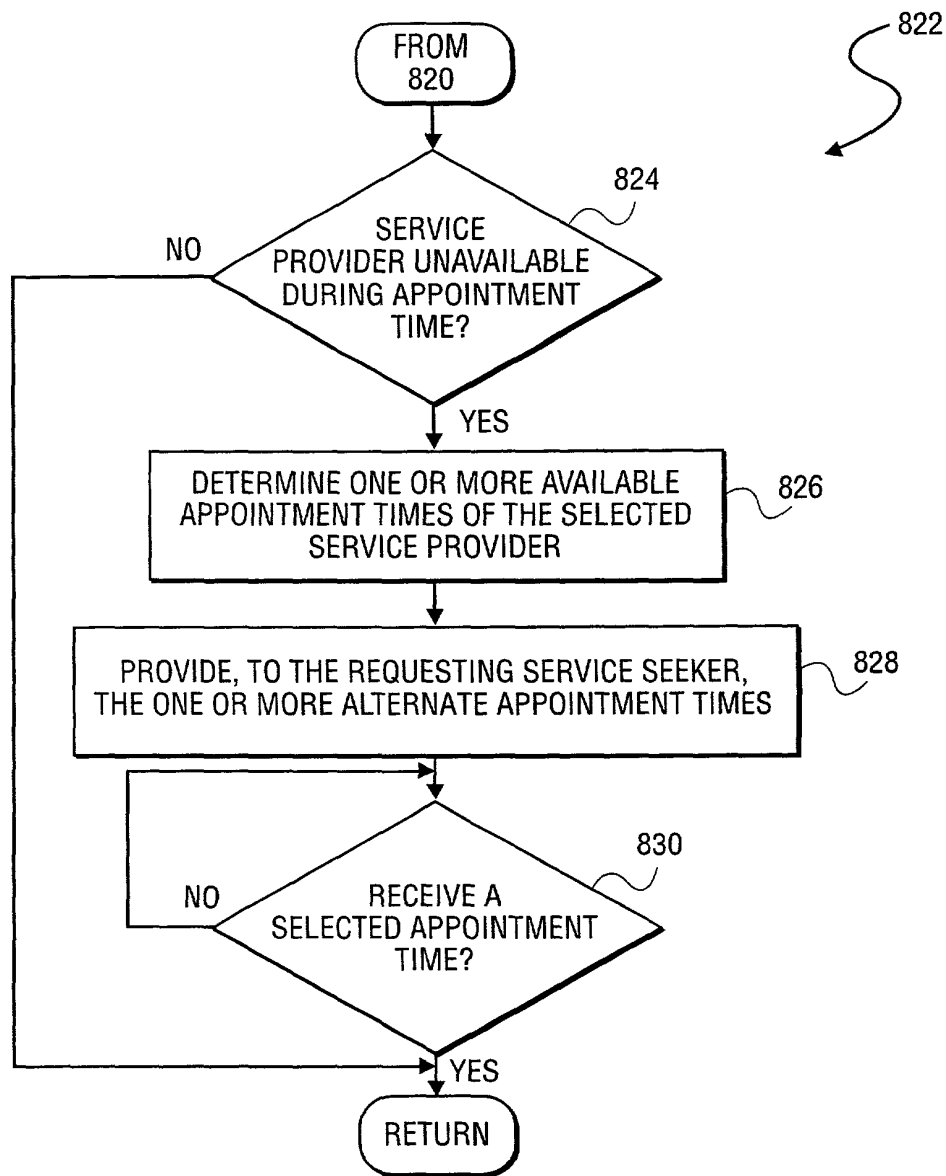
**FIG. 18C**



**FIG. 19**

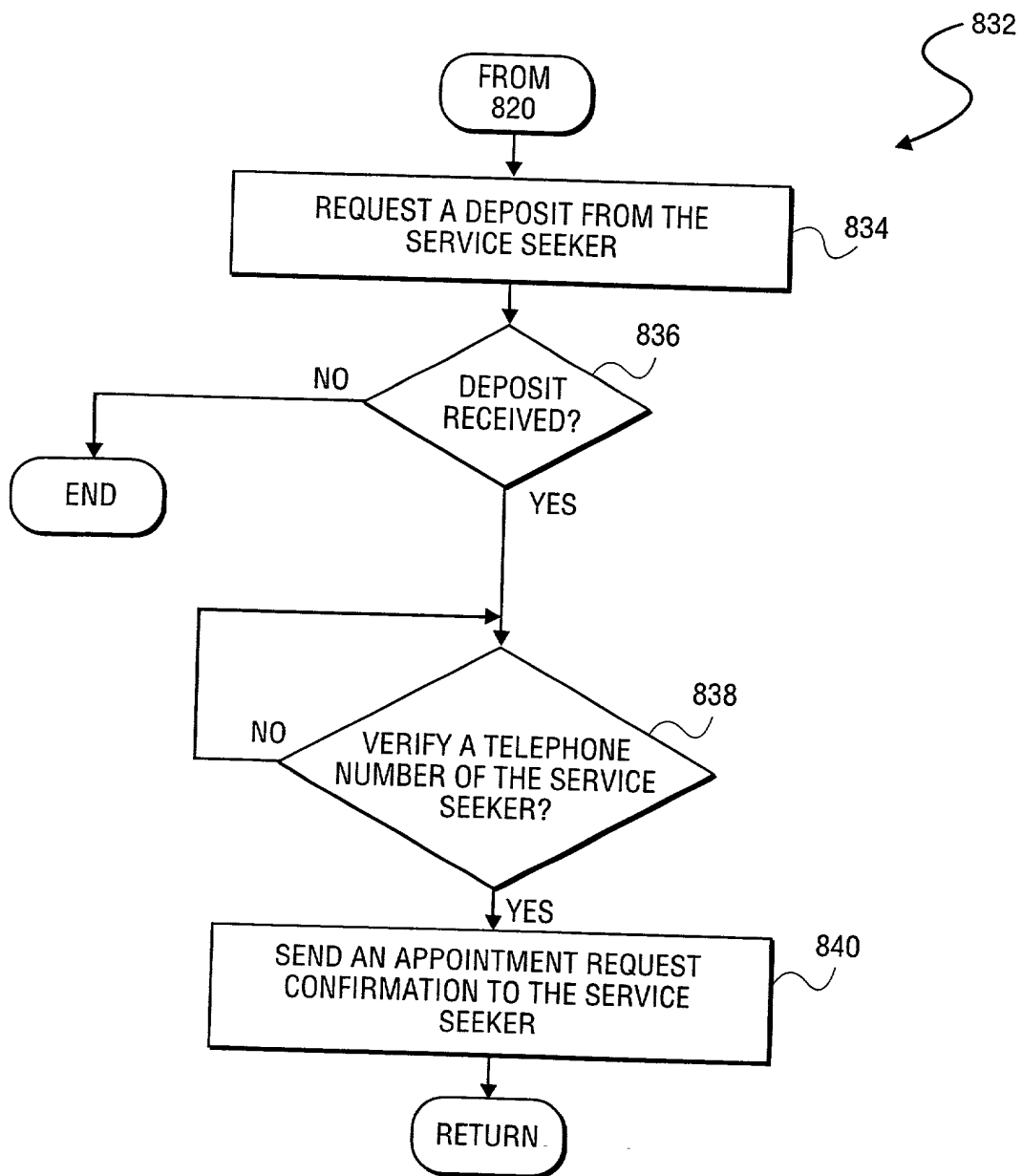


**FIG. 20**

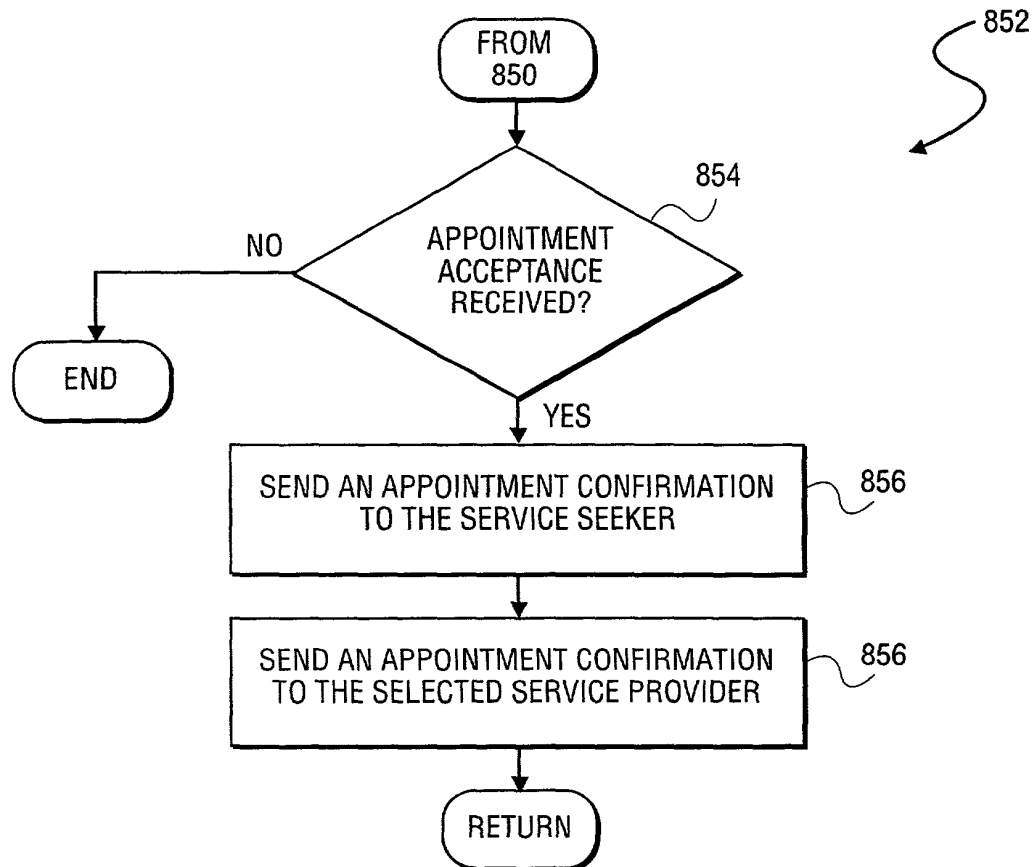


**FIG. 21**

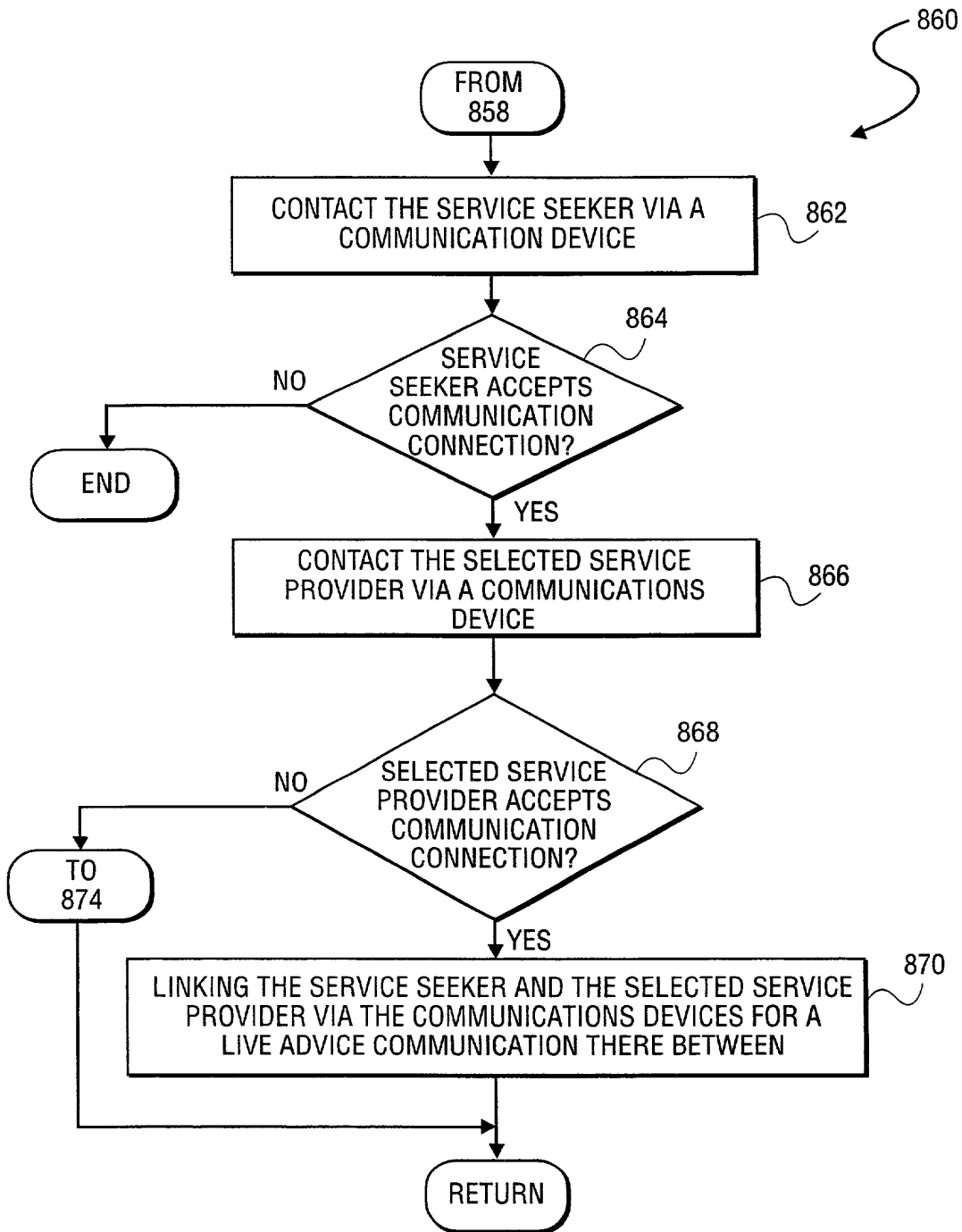




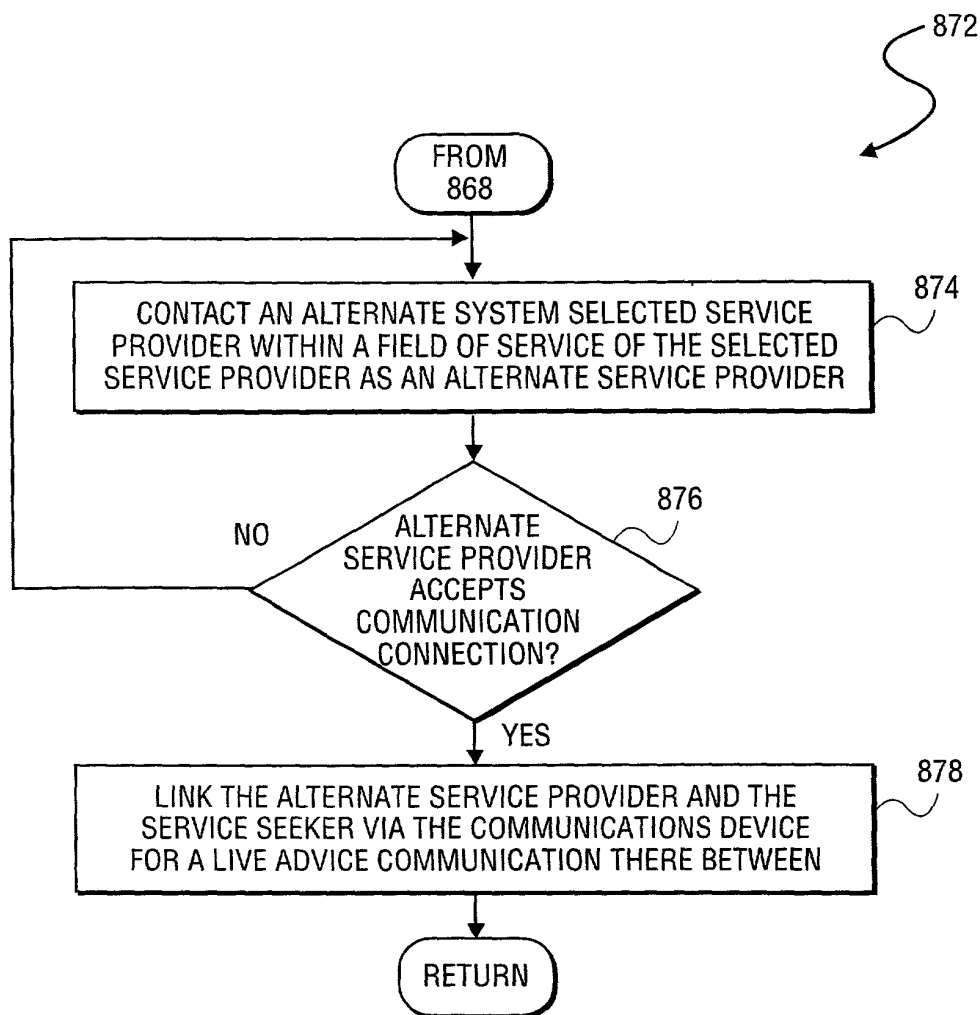
**FIG. 22**



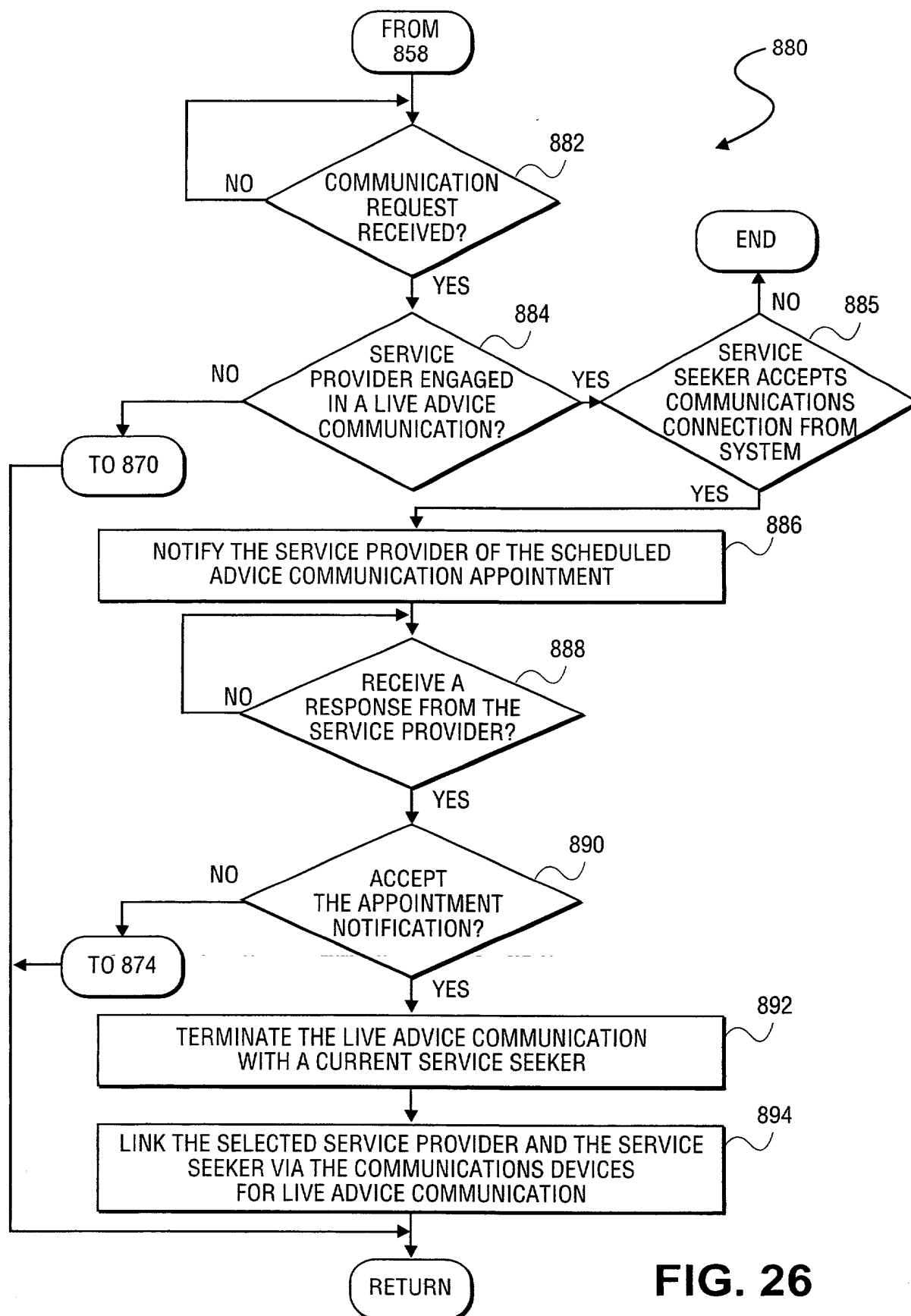
**FIG. 23**



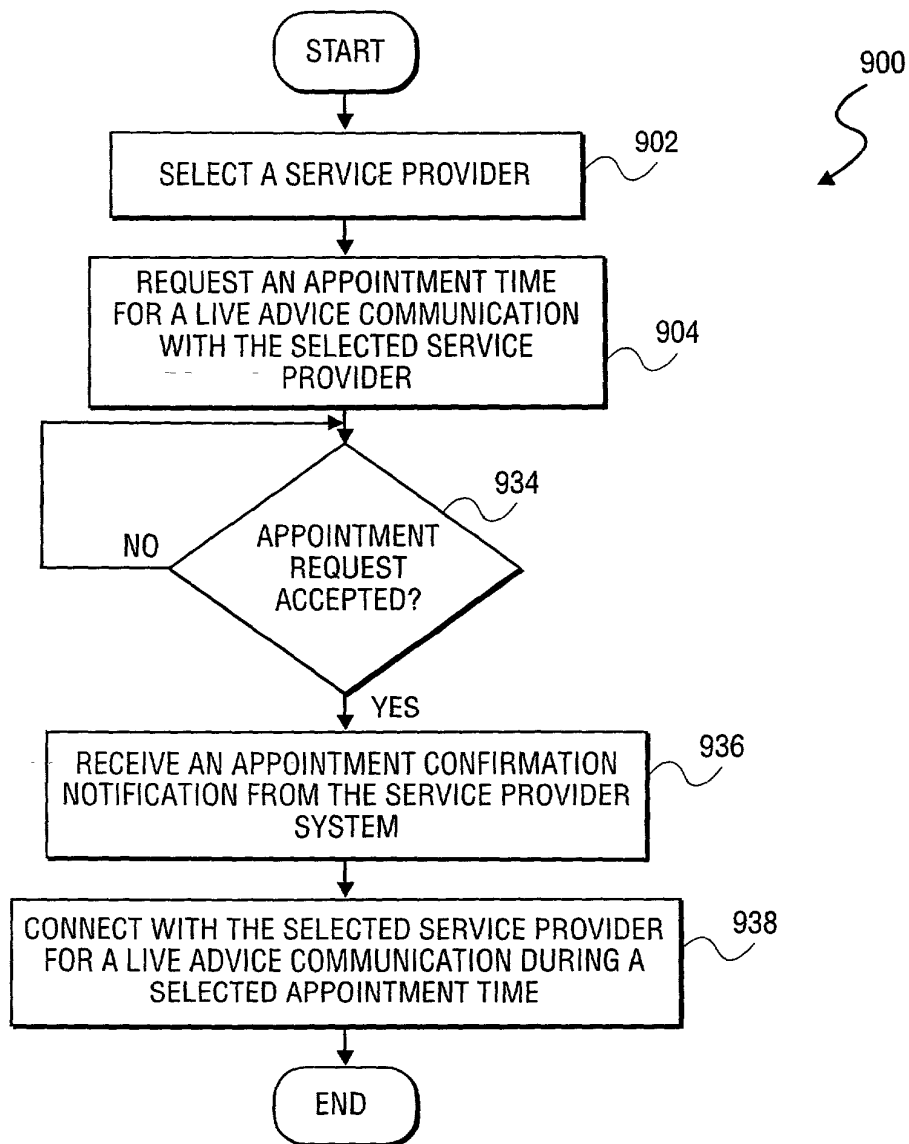
**FIG. 24**



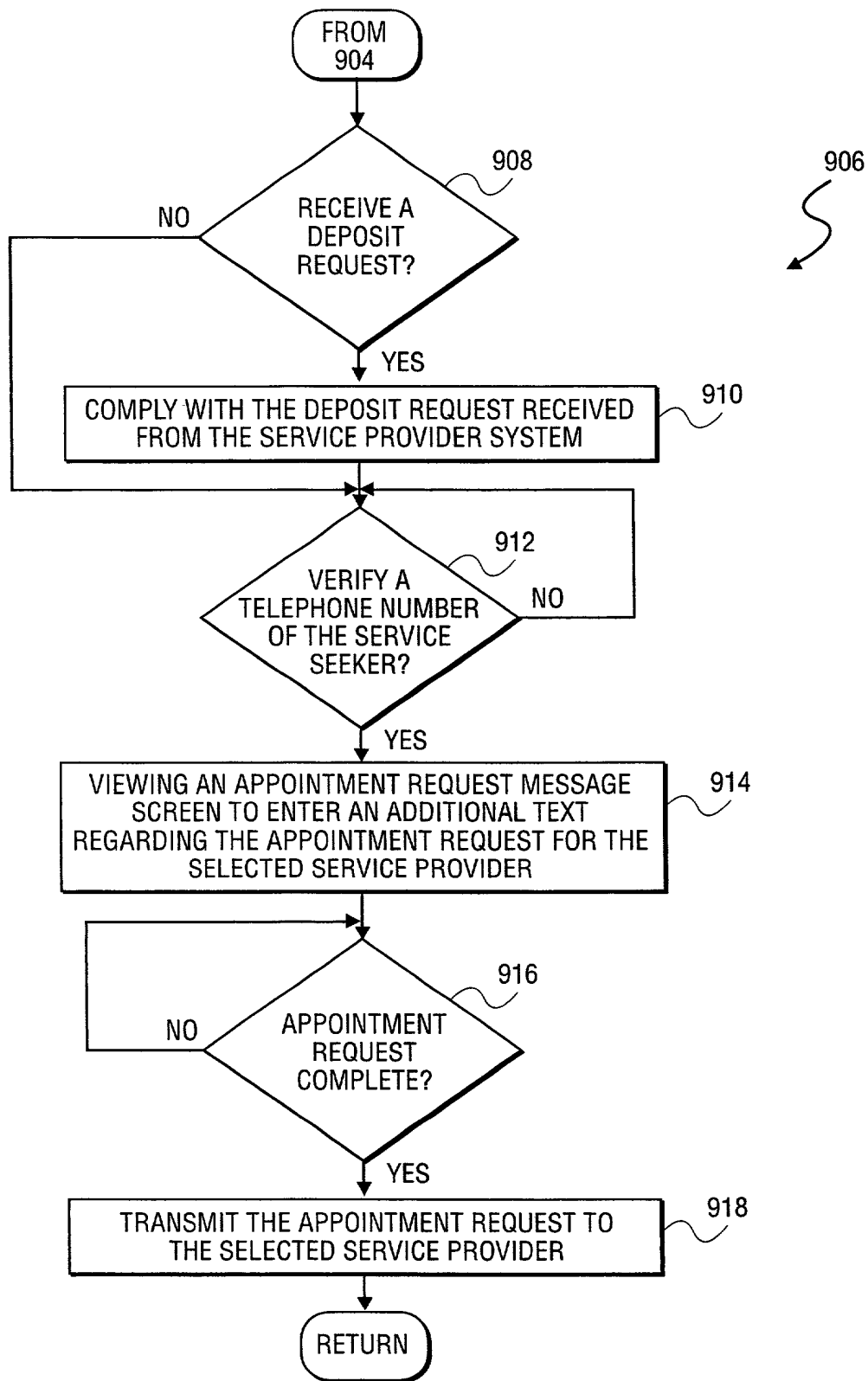
**FIG. 25**



**FIG. 26**



**FIG. 27**



**FIG. 28**

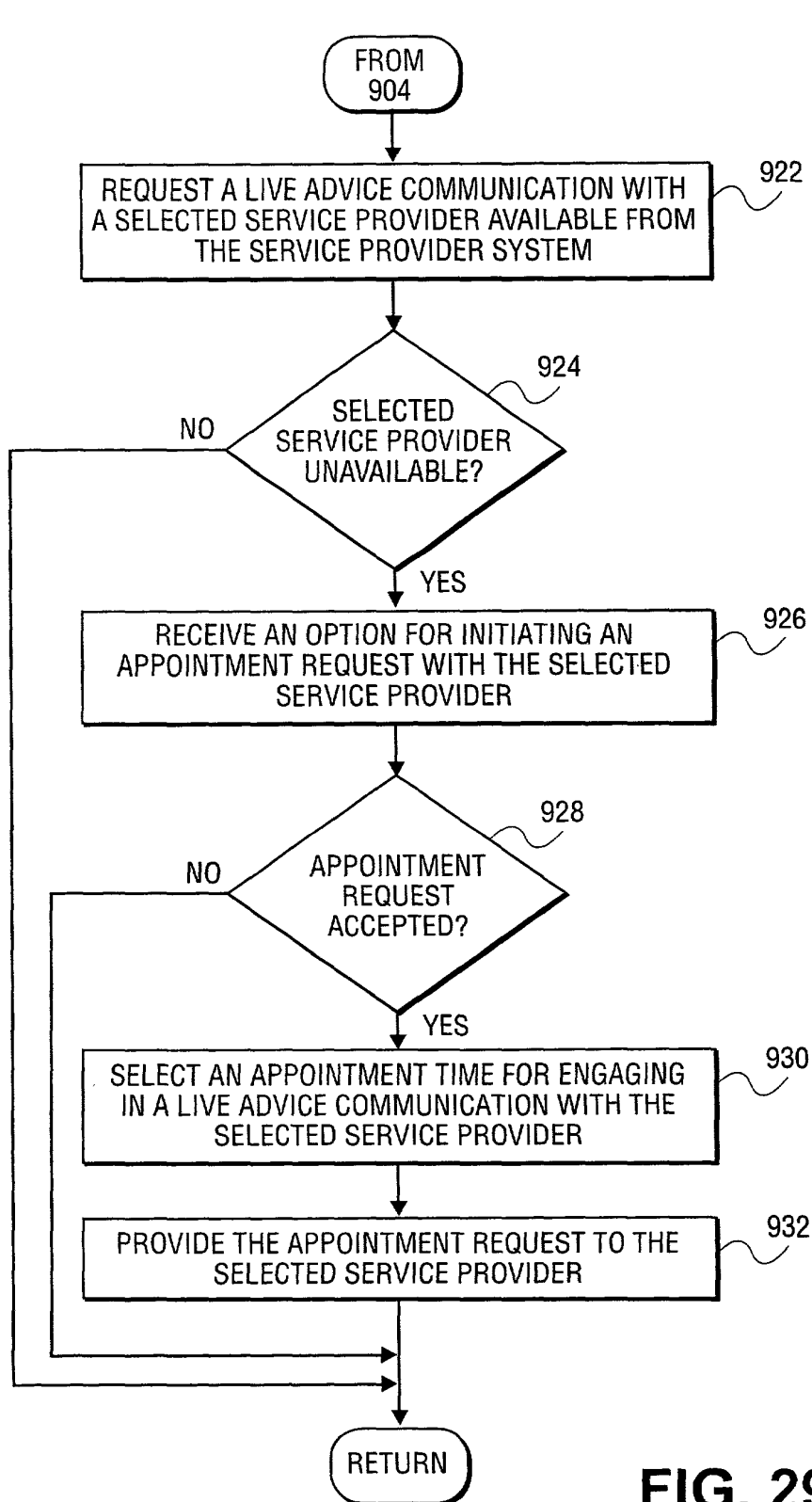
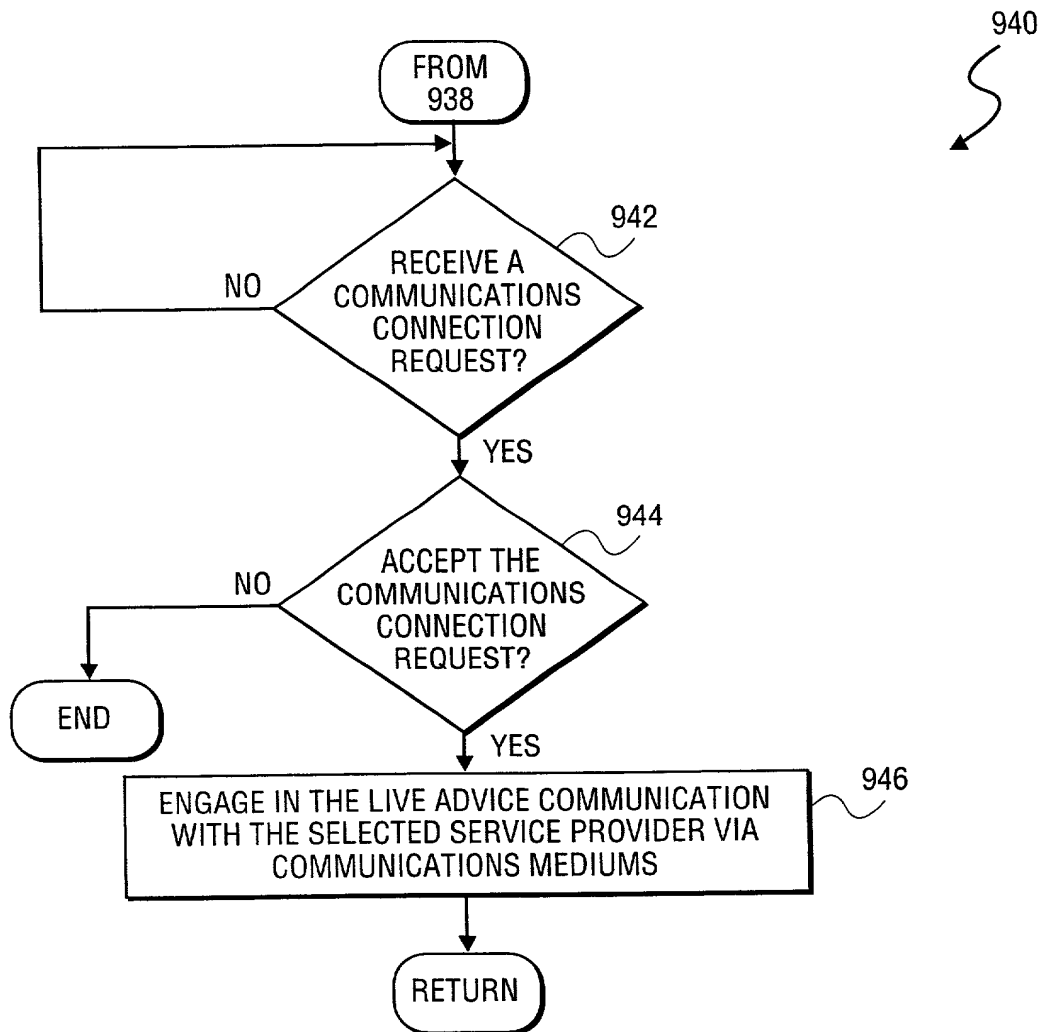
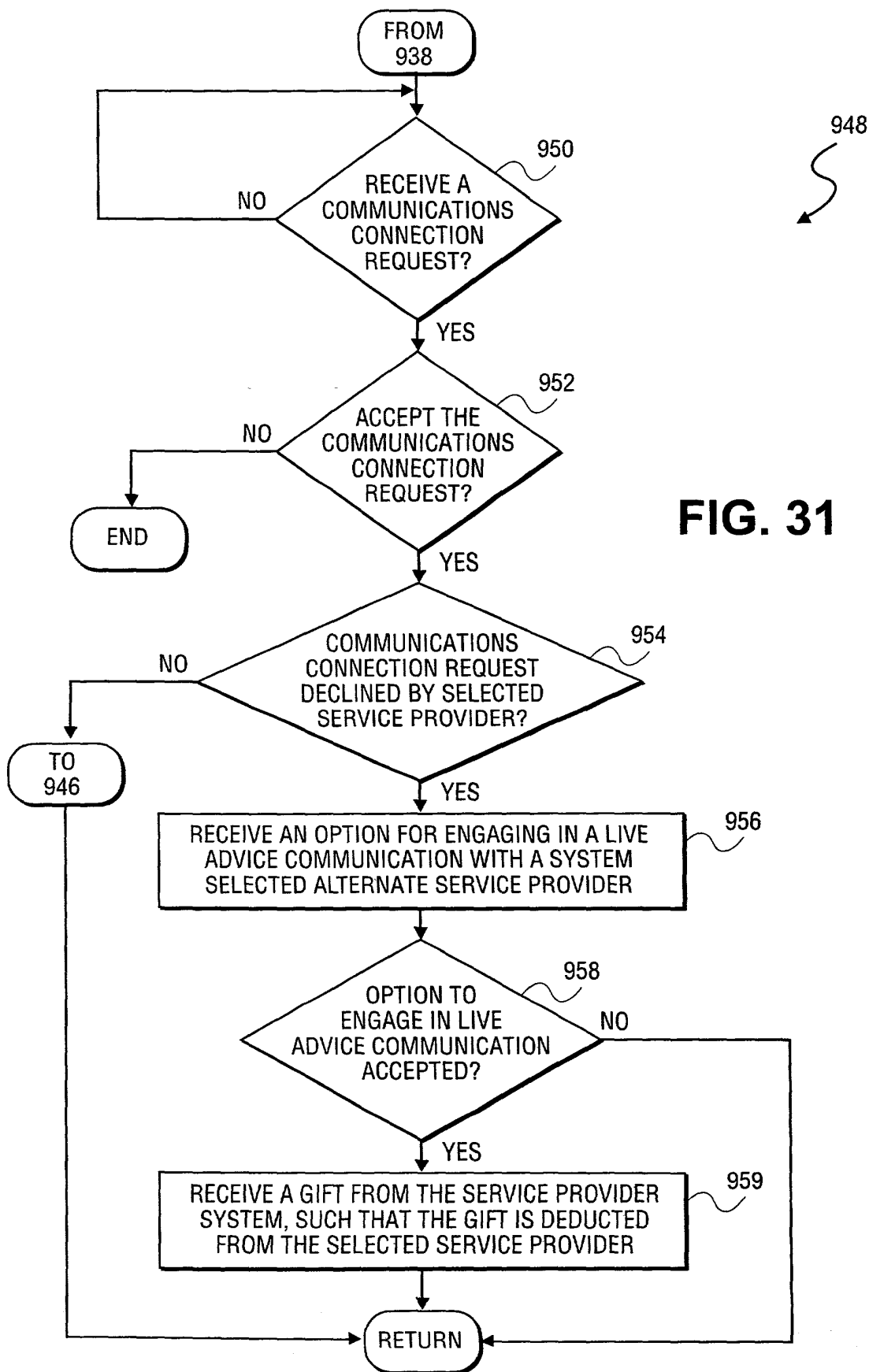


FIG. 29

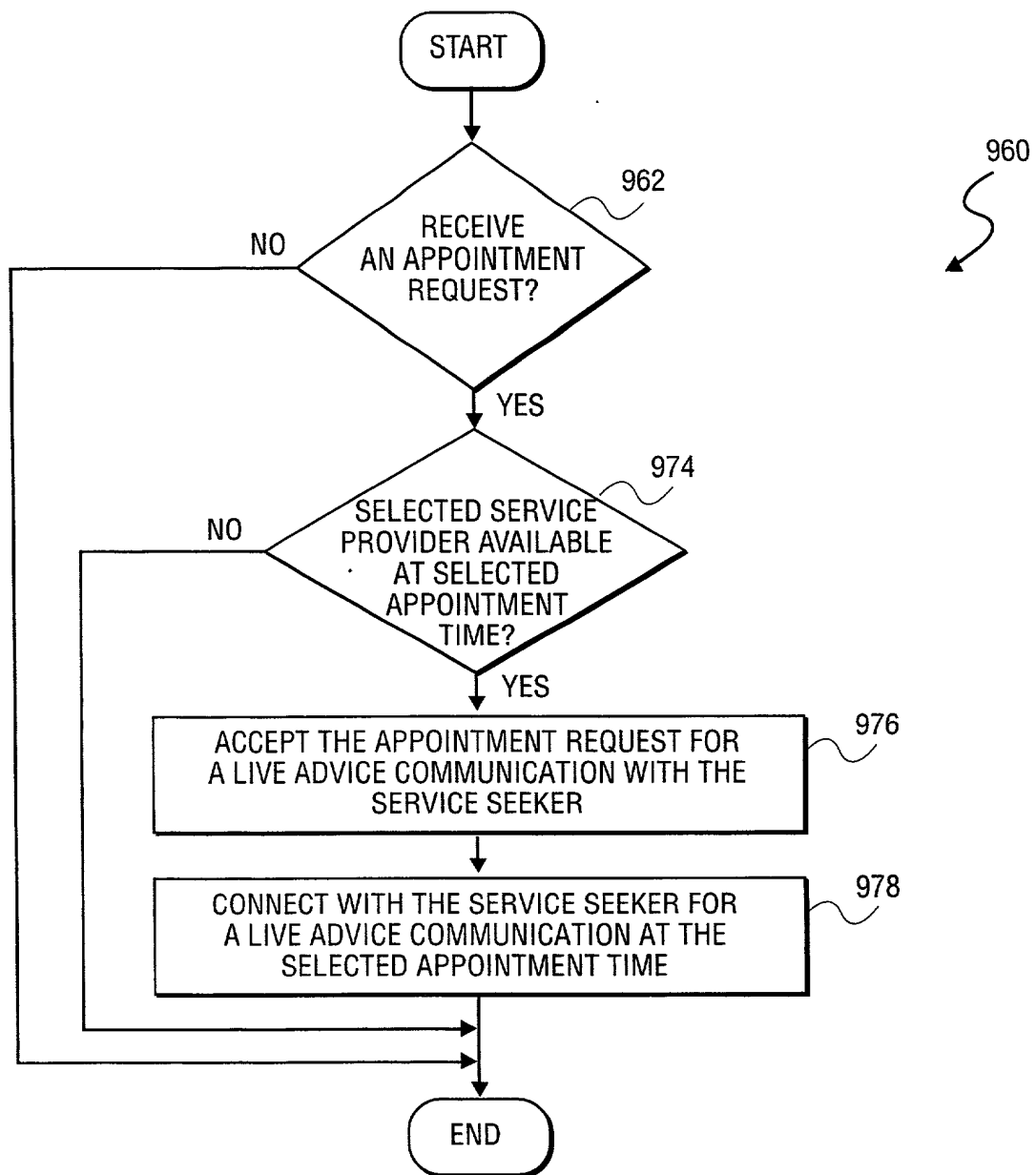




**FIG. 30**



**FIG. 31**



**FIG. 32**

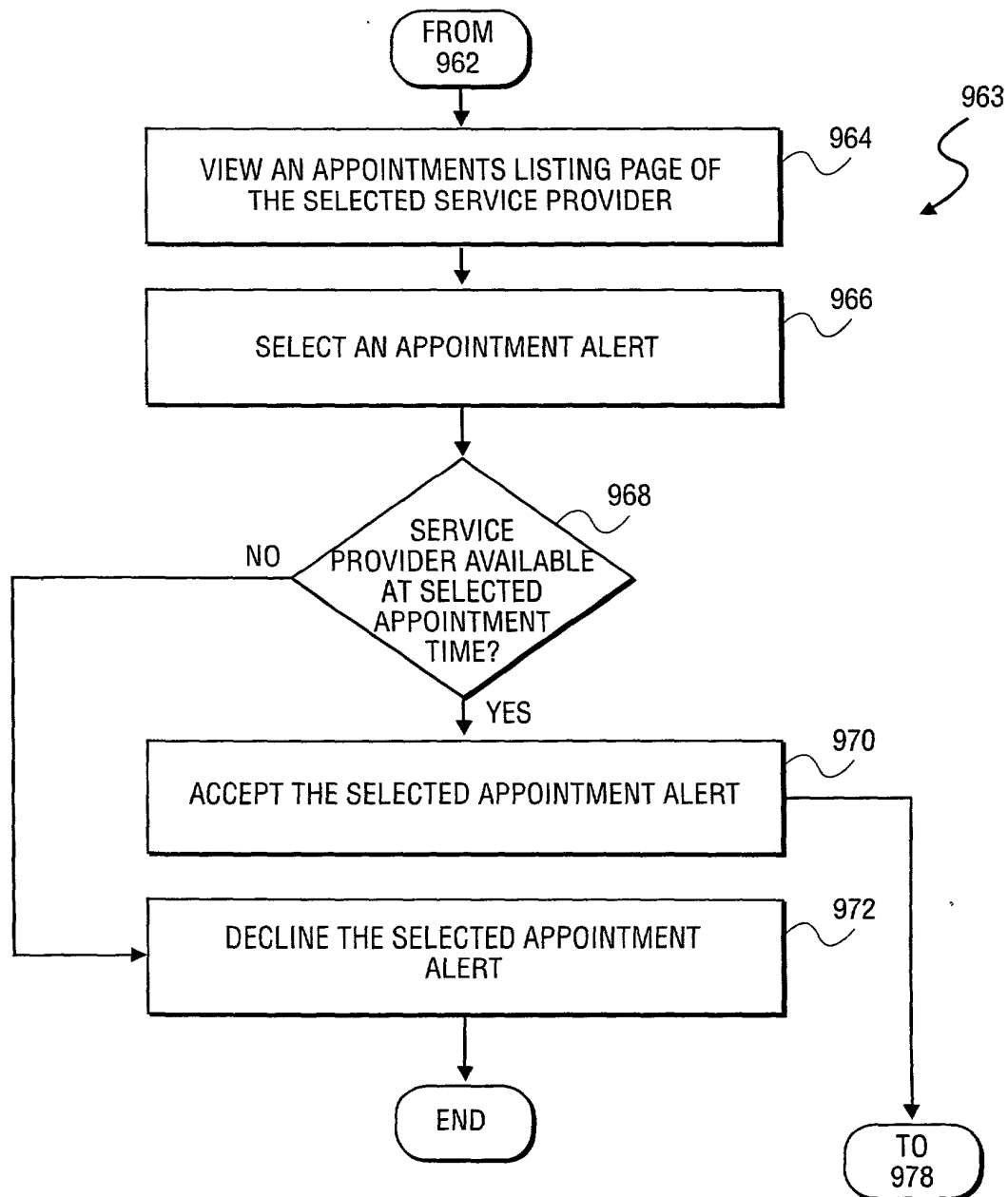


FIG. 33

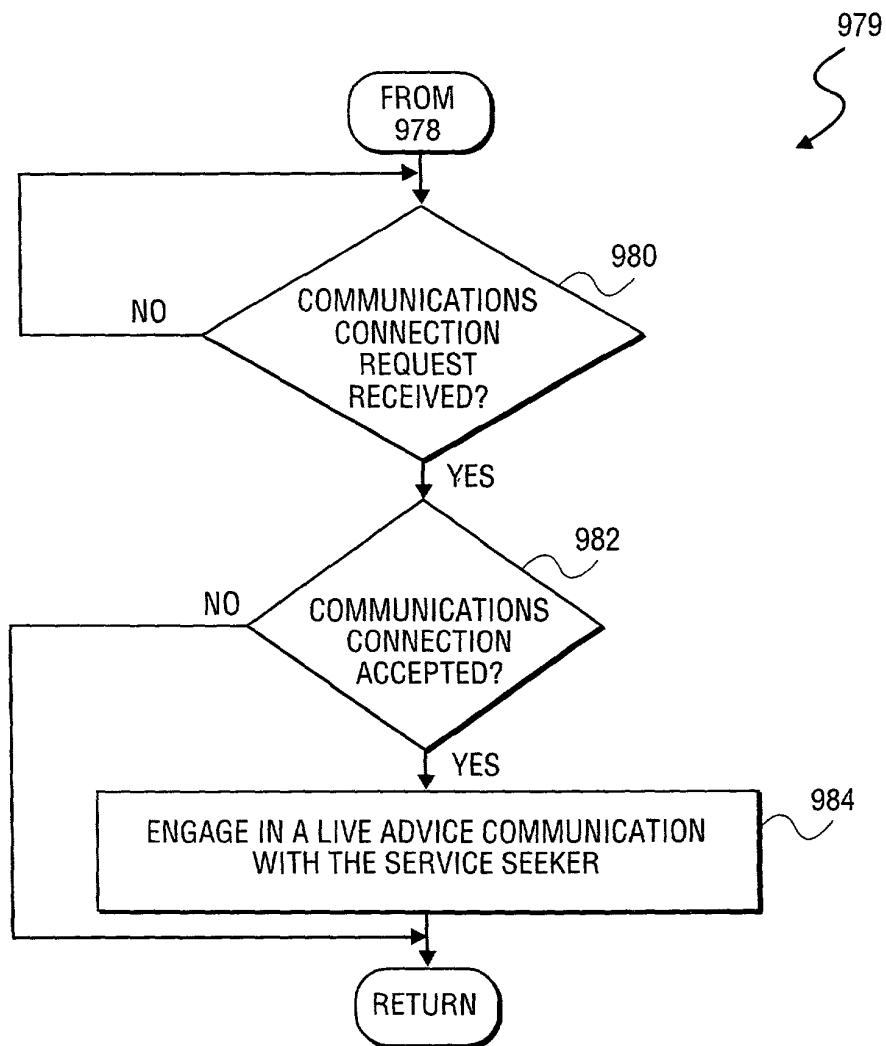
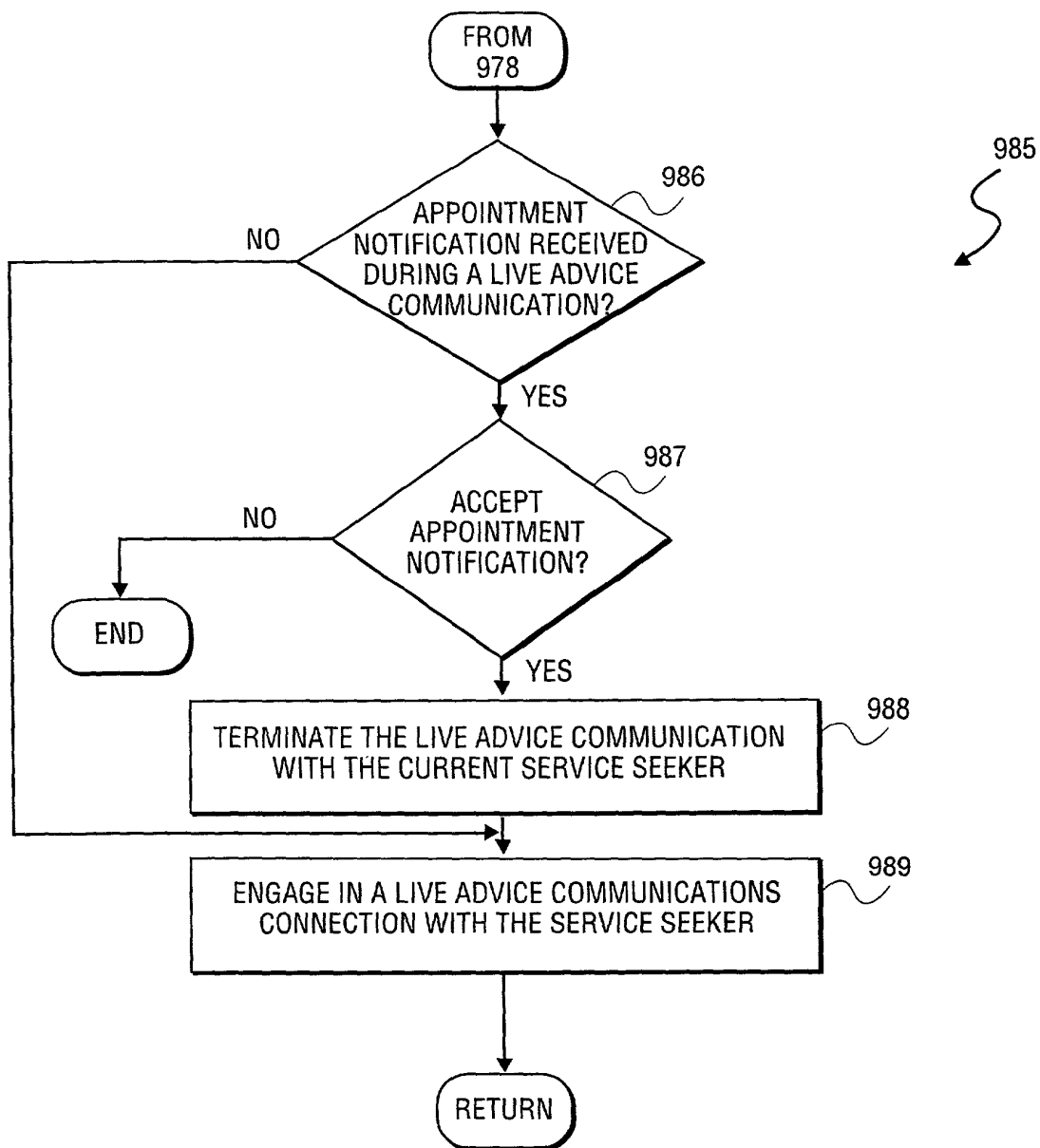


FIG. 34



**FIG. 35**

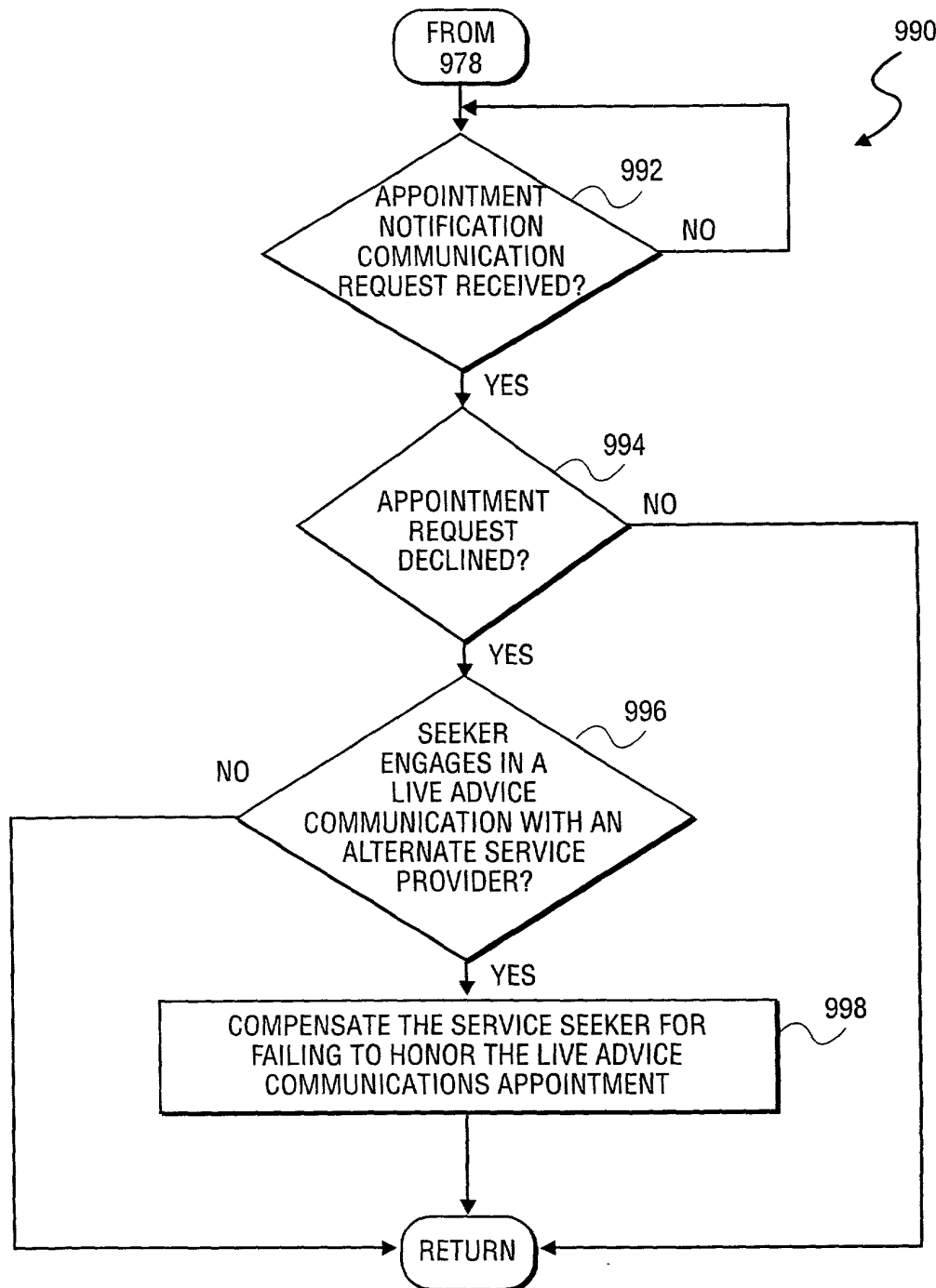


FIG. 36